

AGENDA

SPECIAL COMMITTEE ON ALCOHOL, OTHER DRUGS, AND YOUTH SERVICES

**October 31, 2016
Aldermen Barry, Ludwig,
Long, O'Neil, Pappas**

**3:00 p.m.
Aldermanic Chambers
City Hall (3rd Floor)**

1. Chairman Barry calls the meeting to order.
2. The Clerk calls the roll.
3. Presentation of the Regional Resource Guide for Substance Use Disorder Services by Jenny O'Higgins, Makin' It Happen Coalition.
4. Update from Dick Anagnost on the CA Hoitt building project.
5. Monthly reports submitted by Stephanie Bergeron, Interim CEO, Serenity Place.
6. If there is no further business, a motion is in order to adjourn.

GREATER MANCHESTER AREA

COMMUNITY COMPASS

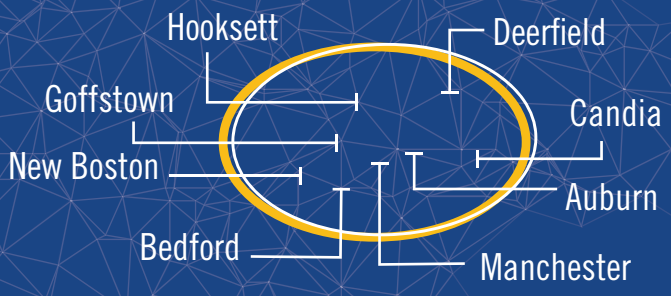
NAVIGATING LOCAL RESOURCES FOR SUBSTANCE USE DISORDER



www.communitycompassgmr.org



We encourage you to reach out and get help.
www.makinithappen.org



- urgent help
- overall health
- behavioral health
- prevention
- intervention
- treatment
- recovery



NEED IMMEDIATE HELP?
CALL 911



IMMEDIATE RESOURCES

IN CASE OF EMERGENCY, DIAL 911 FOR IMMEDIATE POLICE OR FIRE DEPARTMENT RESPONSE

AMR

Emergency Medical Response in Manchester and Candia 24/7.

Call 911

AUBURN FIRE DEPARTMENT

6 Pingree Hill Road, Auburn, NH 03032
603-483-8141 (Non-Emergency)

auburnfire.org

AUBURN POLICE DEPARTMENT

Safety Complex
55 Eaton Hill Road, Auburn, NH 03032
603-483-2134 (Non-Emergency)

auburnnh.us

BEDFORD FIRE DEPARTMENT

55 Constitution Drive, Bedford, NH 03110
603-472-3219 (Non-Emergency)

bedfordnh.org

BEDFORD POLICE DEPARTMENT

55 Constitution Drive, Bedford, NH 03110
603-472-5113 (Non-Emergency)

bedfordnh.org

CANDIA FIRE DEPARTMENT

11 Deerfield Road, Candia, NH 03034
603-483-2202 (Non-Emergency)

candiavfd.org

CANDIA POLICE DEPARTMENT

74 High Street, Candia, NH 03034
603-483-2318 (Non-Emergency)

candianh.org/police

DEA

Manchester 603-628-7411

dea.gov

DEERFIELD FIRE DEPARTMENT

Old Center Road South, PO Box 907
Deerfield, NH 03037
603-463-7721 (Non-Emergency)

townofdeerfieldnh.com

DEERFIELD POLICE DEPARTMENT

8 Raymond Road, PO Box 357, Deerfield, NH 03037
603-463-7258 (Non-Emergency)

townofdeerfieldnh.com

GOFFSTOWN FIRE DEPARTMENT

18 Church Street, Goffstown, NH 03045
603-497-3619 (Non-Emergency)

goffstown.com/fd

GOFFSTOWN POLICE DEPARTMENT

326 Mast Road, Goffstown, NH 03045
603-497-4858 (Non-Emergency)

goffstownpolice.com

HOOKSETT FIRE DEPARTMENT

15 Legends Drive, Hooksett, NH 03106
603-623-7272 (Non-Emergency)

hooksettfire.org

HOOKSETT POLICE DEPARTMENT

15 Legends Drive, Hooksett, NH 03106
603-624-1560 (Non-Emergency)

hooksettpolice.org

MANCHESTER FIRE DEPARTMENT

100 Merrimack Street, Manchester, NH 03101
603-669-2256 (Non-Emergency)

manchesternh.gov/departments/fire

MANCHESTER POLICE DEPARTMENT

405 Valley Street, Manchester, NH 03103
603-668-8711 (Non-Emergency)

manchesternh.gov/departments/police

NEW BOSTON FIRE DEPARTMENT

4 Meetinghouse Hill Road, PO Box 250
New Boston, NH 03070
603-487-5532 (Non-Emergency)

newbostonnh.gov

NEW BOSTON POLICE DEPARTMENT

116 Old Coach Road, New Boston, NH 03070
603-487-2433 (Non-Emergency)

newbostonnh.gov

HELPLINES

NH STATEWIDE ADDICTION CRISIS LINE

Trained counselors to help you find the right next step for you. Call 24/7. Free and Confidential.

Call 844-711-4357 or email hope@keystonehall.org

NH 211 HELPLINE

211 is an easy-to-remember telephone number that connects callers, at no cost, to information about critical health and human services available in their community.

Dial 211

211nh.org

MANCHESTER HOMELESS ASSISTANCE LINE

Do you need emergency shelter? This helpline can connect you to services throughout the community.
1-877-606-5173

NH TREATMENT LOCATOR

Use this locator to find agencies and individual practitioners offering substance use disorder services, including evaluation (this is a critical first step to determine level of treatment needed), withdrawal management (detox), outpatient counseling, residential treatment, recovery supports and other types of services for people experiencing problems with alcohol and other drug use, including addiction.

nhtreatment.org

SEXUAL ASSAULT HOTLINE

24 Hour 800-277-5570

DOMESTIC VIOLENCE HOTLINE

24 Hour 866-644-3574

MENTAL HEALTH CENTER OF GREATER MANCHESTER - EMERGENCY SERVICES

603-668-4111

SUICIDE PREVENTION LIFELINE

24 Hour - 800-273-8255

suicidepreventionlifeline.org

VETERANS CRISIS LINE

24 Hour 800-273-8255 Press 1

veteranscrisisline.net

urgent help

overall health

behavioral health

prevention

intervention

treatment

recovery

THE VISION OF THE GREATER MANCHESTER REGION

is to have a comprehensive, integrated, accessible, and responsive substance use disorder continuum of care that promotes the health of our communities.

Community Compass is a product of the **Makin' It Happen Coalition for Resilient Youth, Inc.**

in partnership with the **Manchester Health Department**. Funding for the development and distribution of this guide is supported in part by the Bureau of Drug and Alcohol Services, New Hampshire Department of Health and Human Services and the New Hampshire Charitable Foundation.



This **resource guide** is dedicated

to our first responders who are out there every day saving lives and asking people if they need help.

We know it can take a toll to see the pain caused by substance use disorders on families, friends and communities. The current opioid crisis has impacted our local communities, and our first responders always answer the call. They are always willing to connect residents to resources.

Thank you for your work. You are “Makin’ It Happen.”

To all of the providers listed in this guide, we are deeply thankful to you for your dedication to helping others find a pathway to a healthy life. You are a compass to our residents, helping them navigate growing up, systems of care, insurance and other barriers. You each play a role in making our communities healthier places to live, work, grow and play.

A special thanks to those who helped make this project happen and provided subject matter expertise: Holly Cekala, Jenny O’Higgins, Maria Gagnon, Mary Forsythe-Taber, Pam Santa-Fe, Rik Cornell, Stephanie Savard and Tim Soucy.

The information provided in this guide is for informational purposes only and is not an endorsement of any organization or service. While we will make every effort to keep the information up to date and correct, we make no representations or warranties of any kind, expressed or implied, about the completeness, accuracy, reliability, suitability or availability of any of the organizations or providers listed herein or the information, products, services or related graphics contained in the guide for any purpose.

urgent help

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treatment

recovery

PHYSICAL & OVERALL HEALTH

WHAT YOU SHOULD KNOW ABOUT PHYSICAL & OVERALL HEALTH

01 Addiction is a brain disease. Although initial drug use might be voluntary, drugs of abuse have been shown to alter gene expression and brain circuitry, which in turn affect human behavior. Once addiction develops, these brain changes interfere with an individual's ability to make voluntary decisions, leading to compulsive drug craving, seeking and use.

02 The impact of addiction can be far reaching. Cardiovascular disease, stroke, cancer, HIV/AIDS, hepatitis, and lung disease can all be affected by drug abuse. Some of these effects occur when drugs are used at high doses or after prolonged use; however, some may occur after just one use.

03 Mental health and substance use disorders have a direct and measurable impact on your physical health and overall well-being. Poor mental health is a risk factor for chronic medical conditions, and drug overdoses have become the leading cause of injury-related deaths.

The impact of addiction can be far reaching.

04 Mental and substance use disorders affect people from all walks of life and all age groups. These illnesses are common, recurrent, and often serious, but they are treatable, and many people do recover.

05 The integration of physical and behavioral health leads to better health outcomes and overall cost savings. Addressing the impact of substance use alone is estimated to cost Americans more than \$600 billion each year.

Learn more by visiting drugabuse.gov or samhsa.gov/prevention

PHYSICAL & OVERALL HEALTH

Dear Resident:

The Manchester Health Department is the leading advocate for public health in New Hampshire and is proud and pleased to have long-standing partnerships with many organizations to help improve the health of individuals, families and communities. Our Neighborhood Health Improvement Strategy, Community Schools Project and Weed and Seed Program are examples of thriving partnership, collaboration and primary prevention work. The Mayor, Board of Aldermen and many City of Manchester departments are supporting ongoing work in the Substance Use Disorder continuum of care alongside health, safety, education, business and community entities.

Substance use disorder negatively impacts the social well-being and the public health of our communities. The consequences reach far beyond an individual suffering from addiction and include the increased spread of infectious disease, prenatal drug exposure, increased crime, child abuse, domestic violence, and homelessness.

Treating the whole person including primary care, behavioral health and social well-being results in better health outcomes for individuals and ultimately for communities. The Manchester Health Department is proudly partnering with Makin' It Happen to bring this directory to our region.

Many of our partner organizations are listed in the pages of this guide; we know their work, and we encourage you to reach out and get help for yourself or a loved one.

Sincerely,



Timothy M. Soucy, MPH, REHS
Public Health Director
City of Manchester



PHYSICAL & OVERALL HEALTH RESOURCES

CATHOLIC MEDICAL CENTER

330-bed not-for-profit hospital. Services include behavioral health outpatient services, mobile healthcare for homeless, and West Side Neighborhood Health Center serving as medical home for refugee population

100 McGregor Street, Manchester, NH 03102
603-668-3545

catholicmedicalcenter.org

CHILD HEALTH SERVICES

Providing health services for at-risk youth from low-income families including bio-psychosocial health care, social services, nutrition services and behavioral and mental health services.

1245 Elm Street, Manchester, NH 03101
603-668-6629

Free or discounted medical care and treatment to children in the Greater Manchester area regardless of their families' financial situations.

childhealthservices.org

CHILD AND FAMILY SERVICES

Serving adolescents, children, young adults, adults, pregnant or parenting women, and homeless individuals. Programs include parenting, assessment, care coordination, individual and group outpatient counseling, recovery support services, and transitional living program (18-21). Teen Center offers counseling for drug/alcohol use and severe depression.

Insurance: NH Healthy Families Health Plan/Cenpatico; Well Sense Health Plan/Beacon Health Strategies; Anthem; Tufts; Minuteman; Cigna; Harvard Pilgrim; Medicaid; self-pay; also supported by DHHS using a sliding fee scale.

464 Chestnut Street, Manchester, NH 03105
(additional offices located throughout the state)
603-518-4000 or 800-640-6486

cfsnh.org

DARTMOUTH HITCHCOCK

DHC has six clinic locations offering a broad range of medical services in the Greater Manchester region. DHC participates in the SBIRT program.

General Clinic Locations:

100 Hitchcock Way, Manchester, NH 03104
25 South River Road, Bedford, NH 03110
603-695-2500

dartmouth-hitchcock.org

ELLIOT HEALTH SYSTEM

Elliott Health System includes a 296-bed acute care hospital offering a 12-bed inpatient psychiatric unit for ages 18-64 as well as outpatient behavioral healthcare for ages 2-65.

Elliott Health System has locations throughout Southern New Hampshire, including Manchester, Hooksett and Bedford. Mental health screenings for youth are initially conducted by primary care physicians.

Elliott Hospital
1 Elliot Way, Manchester, NH 03103
603-669-5300

elliotohospital.org

HEALTHCARE FOR THE HOMELESS

Clinic services include primary medical care, mental health care, addiction counseling, nurse case management, health education, social services, and assistance with entitlements such as food stamps, Medicaid and disability applications. In addition, dental care and eye care is available on a limited basis.

Insurance: No one is turned away due to an inability to pay.

HCH Manchester - Mobile Community Health Team
@ CMC Community Health Services

Program Office:
195 McGregor Street Manchester, NH 03102
603-663-8716

catholicmedicalcenter.org/community-health

MANCHESTER COMMUNITY HEALTH CENTER

High-quality, comprehensive, and family-oriented primary health care and support services.

145 Hollis Street, Manchester, NH 03101
184 Tarrytown Road, Manchester, NH 03101
88 McGregor Street, Manchester, NH 03102
1245 Elm Street, Manchester, NH 03101
603-626-9500

mchc-nh.org

MANCHESTER HEALTH DEPARTMENT

The Manchester Health Department clinical services include: flu vaccine clinics, HIV/STD Clinics, immunization clinics, lead screenings, tuberculin skin testing. Clinical services are tailored to prevent infectious disease through immunization services and to identify other public health issues such as tuberculosis and lead poisoning.

1528 Elm Street, Manchester, NH 03101
603-624-6466

manchesternh.gov/health

VETERANS AFFAIRS MEDICAL CENTER

Offers a variety of health services to meet the needs of our nation's veterans.

718 Smyth Road, Manchester, NH 03104
603-624-4366

manchester.va.gov

urgent help

overall health

behavioral health

prevention

intervention

treatment

recovery

BEHAVIORAL HEALTH IS ESSENTIAL

WHAT YOU SHOULD KNOW ABOUT BEHAVIORAL HEALTH

01

Mental and substance use disorders affect people from all walks of life and all age groups. Nearly one in five Americans in all age groups has some form of diagnosable mental illness. Stigma keeps some people from accessing care. Remember that, just as with any disease, it is not a sign of weakness to admit that a person or a family needs help. In fact, it really is a sign of strength. We know the number one way to start someone on the road to recovery is for them to talk about their feelings with others. Yes, simple talking may be the best way to treat mental illness. We also know that the sooner a person does this, the better the outcome of their treatment.

02

Mental health care is not always easy to access. Sometimes the process is hard to navigate, but the good news is that there are providers in your community to help you navigate complicated systems of care and of insurance. Keep at it and use this guide to help you find your way. Some recent changes to the United States health system are removing barriers to accessing behavioral health services. A range of health plans are being required to cover essential benefits, including mental health and substance abuse disorders, with at least an equal level of benefits as the plans offer for the treatment of physical health problems.

DON'T GIVE UP. Not every program fits everyone.

03

DON'T GIVE UP. Not every program fits everyone. Sometimes people need to explore a few programs until they find the right fit. Remember we are all different, and we all have different needs; that is what makes us all special. Successful treatment should focus on you and not the program.

urgent help

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recovery

To learn more visit samhsa.gov/treatment

BEHAVIORAL HEALTH IS ESSENTIAL

Dear Community Member:

The Greater Manchester Region is a remarkable group of interlocking communities. New Hampshire cities and towns sharing their resources has become increasingly important as we face cutbacks from the state and federal government. We work together because if we don't, we all lose. I feel very fortunate to be part of a team that works every day to make our region healthier.

Over the past few years the growing problems with opioid addiction have left many of our citizens dealing with incredible personal loss and despair. Our first responders, friends and family members have been confronted with unimaginable situations leaving everyone vulnerable to the effects of trauma.

Access to behavioral health services that is immediate and concurrent with need is critical, because we know that the sooner appropriate treatment begins, the better the success rate. If ever there were a time to fight off the stigma associated with mental illness, it is now. By not allowing the effects of stigma to get in the way, we save lives.

So where do you begin? How do you get to the care or treatment needed? The simple answer is to talk about how you are feeling about yourself, friends, or family members who are struggling with drug misuse or sadness. This important discussion is the best way to help you or others realize it really is okay to get help, that everyone is scared, and together we can get through this difficult time.

Our region is home to many wonderful organizations. I hope you will take some time to look through this guide, and contact any of the agencies that may be of assistance to you or your loved one.

Sincerely,



Rik Cornel, MSW, ACSW, LICSW
Vice President of Community Relations
The Mental Health Center of Greater Manchester



The Mental Health Center
of Greater Manchester

BEHAVIORAL HEALTH RESOURCES

AMERICAN FOUNDATION FOR SUICIDE PREVENTION

Education, advocacy, and research for suicide prevention.

NH Chapter Email: newhampshire@afsp.org
1-888-333-AFSP (2377)

afsp.org/chapter/afsp-new-hampshire/

CHILD AND FAMILY SERVICES

Serving adolescents, children, young adults, adults, pregnant or parenting women, and homeless individuals. Programs include parenting, assessment, care coordination, individual and group outpatient counseling, recovery support services, and transitional living program (18-21). Teen Center offers counseling for drug/alcohol use and severe depression.

464 Chestnut Street, PO Box 448
Manchester, NH 03105
603-518-4000 or 800-640-6486

cfsnh.org

CHILD HEALTH SERVICES

Providing health services for at-risk youth from low-income families including bio-psychosocial health care, social services, nutrition services and behavioral and mental health services.

Free or discounted medical care and treatment to children in the Greater Manchester area regardless of their families' financial situations.

1245 Elm Street, Manchester, NH 03101
603-668-6629

childhealthservices.org

ELLIOT BEHAVIORAL HEALTH SERVICES

At Elliot, our comprehensive behavioral healthcare services include inpatient and outpatient services. To best serve the needs of our patients, we offer integrated behavioral health services at several Elliot primary care locations. Hours: Monday through Friday: 8:30 a.m. - 5:00 p.m.

Please call us at 603-668-4079 to make an appointment.

elliethospital.org

NATIONAL ALLIANCE MENTAL ILLNESS NH

Providing information, education and support to all families and communities affected by mental illness.

85 North State Street, Concord, NH 03301
603-225-5359

naminh.org

NH 211 HELPLINE

2-1-1 is an easy-to-remember telephone number that connects callers, at no cost, to information about critical health and human services available in their community. Dial 211.

211nh.org

HEALTHCARE FOR THE HOMELESS

Clinic services include primary medical care, mental health care, addiction counseling, nurse case management, health education, social services, and assistance with entitlements such as food stamps, Medicaid and disability applications. In addition, dental care and eye care is available on a limited basis. **Insurance:** No one is turned away due to an inability to pay.

199 Manchester Street Manchester NH 03103
603-663-8716

catholicmedicalcenter.org/community-health

PASTORAL COUNSELING SERVICES

Offers a wide range of services designed to promote emotional, mental and spiritual support, healing, and guidance with compassion, respect and openness.

2013 Elm Street, Manchester, NH 03104
603-627-2702

pcs-nh.org

THE MENTAL HEALTH CENTER OF GREATER MANCHESTER - BEDFORD COUNSELING ASSOCIATES

Full range of outpatient counseling and psychiatric treatments for all ages that helps people cope in a positive and healthful manner with a variety of problems including family issues, substance misuse, anxiety, stress, school problems, child behavior problems, attention deficit disorder, relationship issues, life changes, medication evaluation and management. Flexible appointment schedules and 24 hour emergency coverage.

Insurance: Bedford Counseling Associates accepts most insurances and works with patients to cover costs when there is a need.

2 Wall Street, Suite 300, Manchester, NH 03101
603-668-4111 Ext. 5001

mhcgcm.org

THE MENTAL HEALTH CENTER OF GREATER MANCHESTER - COMMUNITY SUPPORT SERVICES AND NORTH END COUNSELING

Wide range of individually tailored service plans for people whose mental illness seriously impacts their ability to function in their lives and community. Treatment plans may include: substance misuse services, illness management & recovery, medication management, trauma recovery, benefits planning, health & fitness services, housing support services, employment services, legal issues, community resource connections. Meeting your needs through: specially trained staff, flexible appointment schedule, home/community-based therapy, 24-hour emergency coverage.

Insurance: Support services and North End Counseling accept most insurance and work with patients to cover costs when there is a need.

1555 Elm Street 9 Blodget Street, Manchester, NH
603-668-4111 Ext. 5001

mhcgcm.org

THE MENTAL HEALTH CENTER OF GREATER MANCHESTER - THE CYPRESS CENTER

High-quality, 24-hour, 16-bed short-term inpatient crisis stabilization program. Our approach is to: reduce acute mental, emotional, physical, and social distress (suicidal thoughts or actions); support an individual treatment plan that reflects each person's recovery goals and builds strength and capabilities; work cooperatively with coexisting treatment providers or assist in connecting with needed resources; offer a program of planned individual and group activities that promote recovery and wellness; short-term inpatient crisis stabilization program; withdrawal management and relapse prevention.

Insurance: The Cypress Center accepts most insurances and works with patients to cover costs when there is a need.

401 Cypress Street, Manchester, NH 03103
603-668-4111 Ext. 4175

mhcgcm.org

THE MENTAL HEALTH CENTER OF GREATER MANCHESTER-CHILD AND ADOLESCENT SERVICES

Flexible, family-centered approach that helps children and their parents find new ways of dealing with a variety of issues including: academic or social problems at school; relationship difficulties with parents, families or peers; fears, anxieties or depression; attention deficit or hyperactivity; anger management; behavioral problems and other family concerns; substance misuse. Meeting your needs through specially trained staff, flexible appointment schedule (including evenings and some weekends), home/community-based therapy, and 24-hour emergency coverage.

Insurance: Child and Adolescent Services accept most insurance and works with patients to cover costs when there is a need.

2 Wall Street, Suite 400, Manchester, NH 03101
603-668-4111

mhcgcm.org

urgent help

overall health

behavioral health

prevention

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treatment

recovery

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recovery

PREVENTION WORKS.

WHAT YOU SHOULD KNOW ABOUT PREVENTION

- 01 Prevention starts at birth and continues across the lifespan.
- 02 Prevention includes helping people develop the knowledge, attitudes and skills to make healthy choices or change harmful behaviors. Prevention also includes creating safe communities and neighborhoods where we can live, work, grow and play.
- 03 Resilience is a key component in prevention. Resilience refers to a person's ability to cope with difficulty and adapt to challenges or change. Resilience can be built over time and at any age.

Prevention starts at birth and continues across the lifespan.

- 04 Lock up prescription drugs and safely dispose of unused or expired prescriptions. Drop boxes are available 24/7 at police departments in Auburn, Bedford, Hooksett, Goffstown and Manchester.
- 05 Parents play a huge role in prevention. In fact, 83% of 10 to 18-year-olds said their parents were the leading influence in their decisions about drinking. You can influence your children by modeling healthy behaviors, talking to your children about your family values and expectations, setting clear limits and enforcing discipline consistently. Lastly, make sure you are well informed and taking good care of yourself first.

Learn more by visiting drugfreenh.org/

PREVENTION WORKS.

Prevention Works! ...But we have to work on it! The Greater Manchester region has a rich history of digging deep and developing solutions designed to allow our communities to thrive. Recently we have found ourselves in one of our greatest challenges with the addiction epidemic. All of our substance misuse continuum of care partners from Physical and Mental Health, Prevention, Intervention, Treatment and Recovery have been called into action to address the challenges and begin the important work of finding ways to address the epidemic's effects on our families, our neighborhoods or region.

Prevention is built on the belief that everyone plays a role in the development and continued vigilance towards educated, informed, healthy communities. Prevention can be as simple as talking – honestly and openly talking to our children to let them know that we care and are open to discussions around substance misuse. Educating yourself around the warning signs of someone at risk and how to connect those at risk to help – that's prevention. In each community sector you will find prevention efforts underway. Schools are working to incorporate substance misuse education opportunities throughout the learning curriculum. Parent and community groups are scheduling prevention education sessions to help inform and offer opportunities for open discussion. Screening and brief intervention and referral to treatment (SBIRT) is being adopted at many of the physician offices. This important screening tool allows individuals at risk to get connected to services early. Our continuum of care partners along with our core community sectors of Health, Government, Education, Business, Safety/Law Enforcement and Community/Family are collectively bringing their expertise to regional efforts of the continuum of care initiative and our public health network.

We have made tremendous strides over the past several months. Collaboration is up; individual and organizational involvement is on the rise. Our region has truly rolled up its collective sleeves and put the substance misuse continuum of care into motion. Which brings us to the guide. The organizations identified in this guide, are here to serve the community and are looking at proactive ways to work together. Please look through the guide, and use it as your compass in this difficult time to help navigate through whatever challenges you may be facing.

Sincerely,



Mary Forsythe-Taber, CPS
Executive Director
Makin' It Happen Coalition for Resilient Youth, Inc.



PREVENTION RESOURCES

ALATEEN

Peer support for teens ages 12-19 who have a relationship with an alcoholic.

1-888-425-2666

alateen.org

AMERICAN FOUNDATION FOR SUICIDE PREVENTION

education, advocacy, and research for suicide prevention.

Contact the New Hampshire chapter, email: newhampshire@afsp.org
1-888-333-AFSP (2377)

afsp.org/chapter/afsp-new-hampshire/

AUBURN PARKS AND RECREATION

47 Chester Road, Auburn, NH 03032
603-682-9181

auburnnh.us

BEDFORD BUILDING OUR LIVES DRUG-FREE (BEBOLD)

Bedford Building Our Lives Drug-Free - a community coalition focused on the prevention of substance abuse through education and awareness.

Bedford, NH 03110

mbcgnh.org

BEDFORD PARKS AND RECREATION

24 North Amherst Street, Bedford, NH 03110
603-472-5242

bedfordreonline.com

BOYS AND GIRLS CLUB OF MANCHESTER

Programs for all youth including before and after school programs, teen center, summer programs and more.

555 Union Street, Manchester, NH 03104
603-625-5031

Fees vary between programs; financial aid available.

BeGreatManchester.org

CANDIA PARKS AND RECREATION

74 High Street, Candia NH 03034
603-483-8101

candianh.org

CHILD AND FAMILY SERVICES

Serving adolescents, children, young adults, adults, pregnant or parenting women, and homeless individuals. Programs include parenting, assessment, care coordination, individual and group outpatient counseling, recovery support services, and transitional living program (18-21). Teen Center offers counseling for drug/alcohol use and severe depression.

Insurance: Accepts most insurance plans and self-pay; supported by DHHS using a sliding fee scale.

464 Chestnut Street, Manchester, NH 03105
(additional offices located throughout the state)
603-518-4000 or 800-640-6486

cfsnh.org

CHILD HEALTH SERVICES

Providing health services for at-risk youth from low-income families including bio-psychosocial health care, social services, nutrition services and behavioral and mental health services

1245 Elm Street, Manchester, NH 03101
603-668-6629

Free or discounted medical care and treatment to children in the Greater Manchester area regardless of their families' financial situations.

childhealthservices.org

CHILD WELFARE PROGRAMS AT THE YMCA

The Granite YMCA is focused on working with kids whose lives are complicated by risk factors including poverty, exposure to violence, substance abuse, poor school performance, engagement in risk-taking behaviors, or significant social-emotional difficulties. The Youth Opportunities Unlimited programs provide support to students who would otherwise fall through the cracks including programs for youth who have been suspended or expelled.

30 Mechanic Street, Manchester, NH 03101
603-623-3558

graniteymca.org

CITY YEAR

AmeriCorps members provide hands-on support for students in many of Manchester's elementary schools to help build students strengths and bridge the education gap.

848 Elm Street, Suite 201 Manchester, NH 03101
603-218-5100

cityyear.org

COALITION FOR BEDFORD YOUTH

Community organization dedicated to supporting the well-being of Bedford youth by promoting community strategies that develop assets in children to sustain and build upon their protective factors.

P.O. Box 10113, Bedford, NH 03110
info@cbynh.org

cbynh.org

CRISPIN'S HOUSE COALITION FOR YOUTH

Non-profit coalition offering a wide variety of services and support programs to local youth and families.

P.O. Box 411, Goffstown, NH 03045
603-497-3499

crispinshouse.org

DEERFIELD PARKS AND RECREATION

8 Raymond Road, PO Box 159
Deerfield, NH 03037
603-463-8811 ext. 305

townofdeerfieldnh.com

FOUNDATIONS FOR HEALTHY COMMUNITIES

Non-profit organization that engages in innovative partnerships to improve health and health care in New Hampshire - working to address quality of care, access to care and community prevention

125 Airport Road, Concord, NH 03301
603-225-0900

healthynh.com

JOB CORPS

A no-cost education and vocational training program administered by the U.S. Department of Labor that helps young people ages 16 through 24 improve the quality of their lives through vocational and academic training.

943 Dunbarton Road, Manchester, NH 03102
603-695-8800

newhampshire.jobcorps.gov

GOFFSTOWN PARKS AND RECREATION

155 S. Mast Street, Goffstown, NH 03045
603-497-3003

goffstown.com

urgent help

overall health

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recovery

PREVENTION RESOURCES

GRANITE YMCA - ALLARD CENTER

After school, day and summer programs for youth, teen leadership programs and fitness across the lifespan.

Fees vary between programs, financial aid available.

116 Goffstown Back Road, Goffstown, NH 03045
603-497-4663

graniteymca.org

GRANITE YMCA - DOWNTOWN MANCHESTER

Several before and after school programs, child-care, summer day camps, swim lessons, sports programs, enrichment programs and fitness across the lifespan.

30 Mechanic Street, Manchester, NH 03101
603-623-3558

Fees vary between programs, financial aid available
graniteymca.org

HOOKSETT PARKS AND RECREATION

201 West River Road, Hooksett, NH 03106
603-485-5322

hooksett.org

LIFE OF AN ATHLETE

Education for students about healthy living choices including abstaining from alcohol and other drugs.

251 Clinton Street, Concord, NH 03301
603-228-8671

loanh.org

MAKIN' IT HAPPEN COALITION

Serving the greater Manchester community through comprehensive prevention and youth development services as well as substance use disorder continuum of care work across the lifespan.

497 Hooksett Road, Suite 207
Manchester, NH 03104

888-573-8860 or 603-686-6844

mih4u.org

MANCHESTER COMMUNITY HEALTH CENTER

High-quality, comprehensive, and family-oriented primary health care and support services

145 Hollis Street, Manchester, NH 03101
184 Tarrytown Road, Manchester, NH 03101
88 McGregor Street, Manchester, NH 03102
1245 Elm Street, Manchester, NH 03101
(Child Health Services)
603-626-9500

mchc-nh.org

MANCHESTER HEALTH DEPARTMENT

The Manchester Health Department oversees all the city services that work to improve the health of individuals, families, and the community through disease prevention, health promotion and protection from environmental threats. The department has specific initiatives connected to prevention including the Neighborhood Health Improvement Strategy, Weed and Seed, Blueprint for Violence Prevention and the Community Schools Project.

1528 Elm Street, Manchester, NH 03101
603-624-6466

manchesternh.gov/health

MANCHESTER PARKS AND RECREATION

475 Valley Street, Manchester, NH 03103
603-624-6444

manchesternh.gov/parks

MANCHESTER POLICE ATHLETIC LEAGUE (MPAL)

After school, summer, athletic and recreational activities for at-risk youth.

409 Beech Street, Manchester, NH 03101
603-626-0211

manchesterpoliceathleticleague.org

MANCHESTER SENIOR SERVICES

Programing and education in health and wellness and recreational activities. Goal is to enrich the general well-being and quality of life for Manchester's more mature population while preventing social isolation.

Departments/Senior-Services
151 Douglas Street, Manchester, NH 03101
603-624-6533

manchesternh.gov/senior

MEDIA POWER YOUTH

Safe media education for schools and community to curb substance abuse, violence, and other at-risk behavior by youth.

1245 Elm Street, Manchester, NH 03101
603-222-1200

mediapoweryouth.org

NATIONAL ALLIANCE MENTAL ILLNESS NH

Providing information, education and support to all families and communities affected by mental illness.

85 North State Street, Concord, NH 03301
603-225-5359

naminh.org

NEW BOSTON RECREATION

5 Meetinghouse Hill Road, New Boston, NH 03070
603-487-2880

newbostonnh.gov

NH JAG (JOBS FOR AMERICA'S GRADS)

Programs help students focus on staying in school and learning skills for entering the work force.

175 Ammon Drive, Suite 212, Manchester, NH 03103
603-647-2300

nh-jag.org

PARTNERSHIP FOR A DRUG FREE NH

Creating and promoting consistent statewide messages about the problems and solutions of substance misuse in New Hampshire through engagement of partners, members and champions.

603-716-0266

drugfreenh.org

PROJECT LAUNCH

Linking Actions for Unmet Needs in Children's Health (LAUNCH) is a collaboration between many local agencies with a goal of helping children to reach social, emotional, behavioral, physical, and cognitive milestones.

Provides early childhood services, such as parent skills training, home visits, and developmental screenings. For ages 0-8.

603-518-4000

cfsnh.org

PREVENTION RESOURCES

SALVATION ARMY

Community programs and services including Kid's Cafe, Senior Center, dance and drama classes, women's group, Narcotics Anonymous, music lessons, bible study and church services, teen night programs.

121 Cedar Street, Manchester, NH 03101
603-627-7013

nne.salvationarmy.org/manchester

TEEN INSTITUTE

Life-changing, experiential camps and workshops empowering a new generation of school and community leaders across New Hampshire and New England. Scholarships available for summer camps.

112 West Pearl Street, Nashua, NH 03060
603-545-7341

nhteeninstitute.org

UPREACH

UpReach offers year-round therapeutic riding and driving sessions, as well as, equine-assisted learning programming, equine-facilitated mental health, and court diversion. Scholarship funding available based on need.

153 Paige Hill Road, PO Box 355
Goffstown, NH 03045
603-497-2343

upreachtrc.org

WEED AND SEED STRATEGY (MANCHESTER HEALTH DEPARTMENT)

A strategy that 'weeds out' crime, drug abuse, and gang activity, while 'seeding in' community involvement, neighborhood revitalization, and prevention efforts. Community events, teen nights, etc.

1528 Elm Street, Manchester, NH 03101
603-628-6003 ext 468

manchesternh.gov/health

YWCA NH

Advocacy and support services for domestic violence, sexual assault and substance use disorders including crisis support, emergency shelter, support groups and community education.

72 Concord Street, Manchester, NH 03101
24 Hour Crisis Hotline: 603-668-2299

603-625-5785

ywcanh.org

School-Based Alcohol and Drug Services: Students at most high schools and middle schools can get free and confidential alcohol, drug, and mental health services at their school. Common services include: education; problem-solving; alcohol, drug and mental health screening; brief counseling and referral to treatment services; recovery support. These services are confidential and are not recorded in a student's official educational record. Ask your school if they have a Student Assistance Program or alcohol/drug/mental health counselor.

SCHOOL-BASED SERVICES

AUBURN SCHOOL DISTRICT - SAU 15

90 Farmer Road, Hooksett, NH 03106
603-622-3731

sau15.net

BEDFORD SCHOOL DISTRICT - SAU 25

103 County Road, Bedford, NH 03110
603-472-3755

sau25.net

CANDIA SCHOOL DISTRICT - SAU 15

90 Farmer Road, Hooksett, NH 03106
603-622-3731

sau15.net

DEERFIELD SCHOOL DISTRICT - SAU 53

267 Pembroke Street, Pembroke, NH 03275
603-485-5187

sau53.org

GOFFSTOWN SCHOOL DISTRICT - SAU 19

11 School Street, Goffstown, NH 03045
603-497-4818

goffstown.k12.nh.us

HOOKSETT SCHOOL DISTRICT - SAU 15

90 Farmer Road, Hooksett, NH 03106
603-622-3731

sau15.net

MANCHESTER SCHOOL DISTRICT - SAU 37

195 McGregor Street, Suite 201
Manchester, NH 03102
603-624-6300

mansd.org

NEW BOSTON SCHOOL DISTRICT - SAU 19

11 School Street, Goffstown, NH 03045
603-497-4818

goffstown.k12.nh.us

Screening, Brief Intervention, and Referral to Treatment (SBIRT)

SBIRT is an evidence-based, integrated, public health approach to the delivery of early intervention and treatment services for persons with substance use disorder, as well as those who are at risk of developing substance use disorder. SBIRT requires screening of every patient for potential alcohol or other drug problems and a response which reinforces non-harmful use, educates about the impact of substance misuse on overall health and safety, and supports patients with problematic use in accessing further assessment, diagnosis, and treatment. New Hampshire has several initiatives in place to expand SBIRT in Primary Care settings and Community Health Centers.

urgent help

overall health

behavioral health

prevention

intervention

treatment

recovery

INTERVENTION

WHAT YOU SHOULD KNOW ABOUT INTERVENTION

- 01** It's difficult to help a love one struggling with substance misuse. It is not uncommon for a person to be unable to recognize the true impact substance misuse is having on their lives. They may not recognize the negative effects their behavior has on themselves and others.
- 02** Intervening in someone's substance use can occur at any time. The goal of intervention is to reduce the harm related with substance misuse and provide your love one with an opportunity to make changes before their addiction progresses further.

Asking for help is a sign of courage and a first step towards recovery.

- 03** A professional can help assess the extent of the substance misuse and make recommendations for treatment. Professionals can be found at your primary care provider's office, a school Student Assistant Program, your Employee Assistance Program or many community-based organizations throughout Greater Manchester listed in this guide.
- 04** As with any disease, it is not a sign of weakness to admit that you or a loved one needs help. Asking for help is a sign of courage and a first step towards recovery.
- 05** If your loved one is not ready to accept help, you can find help for yourself by learning more about addiction and accessing community support services.

INTERVENTION

Dear Resident:

The Greater Manchester Region is truly a remarkable community. I feel fortunate to be a part of a team of service providers working to make our community a healthier place to live and work.

Substance misuse can impact people of all ages and from all types of backgrounds. If you think someone you love has a problem with substance use, please seek out support; you cannot fix the problem yourself.

Intervention is critical because substance addiction is a progressive disease that gets worse over time. The earlier you intervene in the process, the better the chance for a successful recovery. Intervention can occur with anyone at any time in their life. Asking for help is a sign of courage and a good first step towards a life free of substance misuse.

If you are worried about your own substance use or the substance use of a loved one, talking with a professional can help. A counselor can assess the situation and make recommendations for treatment and support. Help can be found through your physician, school, Employee Assistance Program, and through community providers listed in the following pages of this guide.

Like many diseases, it can take several attempts at treatment to find the right approach. Don't lose hope; addiction is a curable disease if the right treatment and recovery supports are put in place.

Fortunately, the region is home to many support services and organizations. This guide identifies and describes organizations in our community that provide services across the lifespan. I hope you will take some time to look through this guide and contact any of the agencies that may be of assistance to you or your loved one.

Sincerely,



Maria Gagnon, MSW
Chief Operating Officer
Child and Family Services

INTERVENTION RESOURCES

CHILD AND FAMILY SERVICES

Serving adolescents, children, young adults, adults, pregnant or parenting women, and homeless individuals. Programs include parenting, assessment, care coordination, individual and group outpatient counseling, recovery support services, and transitional living program (18-21). Teen Center offers counseling for drug/alcohol use and severe depression. Family and support groups are listed under "Other" in this guide.

Insurance: Accepts most insurance plans and self-pay; supported by DHHS using a sliding fee scale.

464 Chestnut Street, Manchester, NH 03105

(additional offices are located throughout the state)

603-518-4000 or 800-640-6486.

cfsnh.org

HILLSBOROUGH COUNTY DEPARTMENT OF CORRECTIONS

Educational and rehabilitative programs including Operation Impact and Residential Substance Abuse Treatment (RSAT).

445 Willow Street, Manchester, NH 03103

603-627-5620

hillsboroughcountydoc.org

MANCHESTER COMMUNITY HEALTH CENTER

High-quality, comprehensive, and family-oriented primary health care and support services

145 Hollis Street, Manchester, NH 03101

184 Tarrytown Road, Manchester, NH 03101

88 McGregor Street, Manchester, NH 03102

1245 Elm Street, Manchester, NH 03101

(Child Health Services)

603-626-9500

mchc-nh.org

MANCHESTER FIRE DEPARTMENT

The Safe Station program is in place to make sure that anyone can find help any time of day or night. Visit any Manchester Fire Station to get help on your path to recovery.

100 Merrimack Street, Manchester, NH 03101

603-669-2256

manchesternh.gov/fire

OFFICE OF YOUTH SERVICES

Alcohol court referral program, anger management, crisis intervention & referral, fire safe intervention, restitution, substance abuse evaluation, Youth Educational Shoplifting program.

848 Elm Street, Suite 302, Manchester, NH 03101

603-624-6470

manchesternh.gov/youth

SUNUNU YOUTH SERVICES CENTER

Secure residential unit where youth participate in a prescribed behavioral program. The average length of stay prior to initial release is 8-12 months.

1056 North River Road, Manchester, NH 03104

603-625-5471

dhhs.nh.gov/djjs/institutional/

Screening, Brief Intervention, and Referral to Treatment (SBIRT)

SBIRT is an evidence-based, integrated, public health approach to the delivery of early intervention and treatment services for persons with substance use disorder, as well as those who are at risk of developing substance use disorder. SBIRT requires screening of every patient for potential alcohol or other drug problems and a response which reinforces non-harmful use, educates about the impact of substance misuse on overall health and safety, and supports patients with problematic use in accessing further assessment, diagnosis, and treatment. New Hampshire has several initiatives in place to expand SBIRT in Primary Care settings and Community Health Centers.

urgent help

overall health

behavioral health

prevention

intervention

treatment

recovery



TREATMENT IS EFFECTIVE.

WHAT YOU SHOULD KNOW ABOUT TREATMENT

- 01** The first step to finding the appropriate level of treatment is an assessment by a medical or substance use disorder professional.
- 02** Treatment is highly personal and occurs via many pathways. Treatments and supportive services for substance use disorders should be tailored to fit individual needs. For many people, the most effective approach often involves a combination of counseling and medication. Some forms of treatment are tailored for specific populations such as youth or veterans.
- 03** Treatment may include: individual and group counseling; inpatient and residential treatment; intensive outpatient treatment; partial hospital programs; case or care management; medication; recovery support services; 12-step fellowship and/or peer supports

Treatment is effective and people recover and go on to lead healthy and happy lives

- 04** If your loved one is not ready to accept help, you can begin this process by getting educated on the options available and by finding support services for yourself. It is important to take good care of yourself. Sometimes families suffer alongside a loved one for many years and through many relapses, but remember treatment is effective and people do recover.
- 05** Treatment is effective and people recover and go on to lead healthy and happy lives. Millions of your peers are in recovery.

Learn more by visiting samhsa.gov/treatment

TREATMENT IS EFFECTIVE.

Dear Resident:

Substance misuse widely impacts communities and ours is no exception.

Treatment is built on ensuring a seamless continuum of care to all points of support for a person suffering from a substance use disorder. This includes a range of services starting with screening and intervention, continuing to an appropriate treatment option, and finally ensuring long-term support within the larger recovery system. Treatment is critical as it provides key tools for an individual and family to utilize when their recovery is at risk. It provides the safe place to freely assess their disease and imparts evidence-based skills needed to manage their addiction on a day-to-day basis. As with all diseases, knowledge is power, and treatment brings knowledge of addiction, insight into individual experiences and a support system to nurture oneself through that process.

It is important to note that treatment is best viewed not as a one-time strategy to eliminate the adverse effects of a disease. Instead, it is best viewed as a continuum of services, ranging in type and intensity, over a long period of time, perhaps even a lifetime. Effective treatment means having multiple tools and supports in one's recovery toolbox to be able to utilize when one's recovery is at risk. Like treatment for many diseases, treatment for substance misuse is not a one-time solution. Instead, treatment for substance misuse is a multi-faceted and long-term strategy to be used when recovery is challenged to ensure that the individual has supports to lean on and skills to utilize for managing recovery. While an individual may continually struggle with their disease, it is the skills, strategies and recovery support system that they have gained during treatment that will help to ensure long term recovery.

So how does one access an assessment or treatment? One can always start by reaching out to your primary care provider. Clearly this resource guide can provide many paths to treatment, and residents can utilize the nhtreatment.org website and the 24-hour addiction crisis line at 1-844-711-HELP or hope@keystonehall.org. All of these resources will support any community member to access treatment for yourself or a loved one.

Together we can help the Greater Manchester Region live up to its full potential and create a place where all of our citizens can live happy, healthy and successful lives.

Sincerely,



Stephanie Savard, LICSW
Chief Operating Officer
Families in Transition



**Families
in Transition**

Providing a Home. Building Hope.

TREATMENT RESOURCES

NH STATEWIDE ADDICTION CRISIS LINE

Trained counselors to help you find the right next step for you. Call 24/7. Free and Confidential
Call 844-711-4357 or email hope@keystonehall.org

NH TREATMENT LOCATOR

Use this locator to find agencies and individual practitioners offering substance use disorder services, including evaluation (this is a critical first step to determine level of treatment needed), withdrawal management (detox), outpatient counseling, residential treatment, recovery supports and other types of services for people experiencing problems with alcohol and other drug use, including addiction.

nhtreatment.org

HELPLINE 211

2-1-1 is an easy-to-remember telephone number that connects callers, at no cost, to information about critical health and human services available in their community. Dial 211.

211nh.org

CHILD AND FAMILY SERVICES

Serving adolescents, children, young adults, adults, couples, pregnant or parenting women, and homeless youth and young adults. Programs include home-based parenting, adoption, substance use assessment, care coordination, individual and group outpatient counseling, recovery support services, homeless support, and transitional living program (18-21). Teen Center offers counseling for drug/alcohol use and severe depression.

Grief Recovery After Substance Abuse Passing (GRASP) group meets on the 2nd Thursday of every month at CFS from 6:00-7:30.

Insurance: Accepts most insurance plans and self-pay; supported by DHHS using a sliding fee scale.

464 Chestnut Street, Manchester, NH 03105
(additional offices throughout the state)

603-518-4000 or 800-640-6486
GRASP: call Lois Kesty at 603-325-5211

cfsnh.org

FAMILIES IN TRANSITION AND FAMILY WILLOWS IOP

Services include: intensive outpatient program and outpatient services for substance abuse; affordable housing; family emergency shelter; permanent supportive housing; transitional housing.

Insurance: BDAS-supported; accepts most insurance plans; housing is income-based rent.

122 Market Street, Manchester, NH 03101
Recovery Center and IOP - 603-935-7900 Ext. 1711
603-641-9441 x 401 (substance use treatment)
603-641-9441 (housing intakes)

fitnh.org

FARNUM CENTER

Medical detoxification; residential; outpatient and intensive outpatient; family services; Suboxone clinic.

Insurance: Well Sense Health Plan/Beacon Health Strategies, Anthem, Cigna, Harvard Pilgrim, Medicaid, self-pay, DHHS-supported using sliding fee scale.

140 Queen City Avenue Manchester, NH 03103
888-840-4243

estreatment.org/farnum-center

MANCHESTER CTC

Methadone-assisted treatment/evaluation; group outpatient.

Insurance: Well Sense Health Plan/Beacon Health Strategies; Medicaid; self pay; DHHS-supported using sliding fee scale.

20 Market Street Manchester, NH 03101
603-622-4747

newhampshirectc.com/location/manchester

HEALTHCARE FOR THE HOMELESS

Clinic services include primary medical care, mental health care, addiction counseling, nurse case management, health education, social services, and assistance with entitlements such as food stamps, Medicaid and disability applications. In addition, dental care and eye care is available on a limited basis.

Insurance: No one is turned away due to an inability to pay.

HCH Clinic at New Horizons Shelter
199 Manchester Street, Manchester, NH 03103
(between Pine & Union Street)
603-663-8716

catholicmedicalcenter.org/community-health

KEYSTONE HALL

Outpatient and residential substance use disorder treatment. Keystone's 52-bed Cynthia Day Family center offers pregnant and post-partum mothers and children residential SUD treatment on-site.

Insurance: DHHS-supported sliding fee scale; Medicaid, Well Sense Health Plan/Beacon Health Strategies; NH Healthy Families Health Plan/Cen-patico; Ambetter, Anthem; Harvard Pilgrim; Maine Community Health Options; Minuteman; self-pay.

615 Amherst Street, Nashua, NH 03063
603-881-4848

keystonehall.org

MANCHESTER METRO TREATMENT CENTER

Methadone assisted treatment.

Insurance: Well Sense Health Plan/Beacon Health Strategies; Medicaid; self-pay.

228 Maple Street, Manchester, NH 03103
603-622-5005

methadonetreatment.com

NH CATHOLIC CHARITIES

Provides individual, marital, family, and couples' counseling, helping people with personal difficulties including: depression, stress, family conflicts, relationship problems, anxiety, substance abuse, life adjustment issues, grief and loss.

215 Myrtle Street, Manchester, NH 03104
603-669-3030 or 800- 562-5249

nh-cc.org

OFFICE OF YOUTH SERVICES

Alcohol court referral program, anger management, crisis intervention & referral, fire safe intervention, restitution, substance abuse evaluation, Youth Educational Shoplifting program.

848 Elm Street, Suite 302, Manchester, NH 03101
603-624-6470

manchesternh.gov/youth

PHOENIX HOUSE

Residents of the state receive a variety of services including social detoxification, residential and outpatient treatment for adults and adolescents, and aftercare services.

Insurance: Aetna; BC-NH, BC-VT, Cigna Behavioral Health, Inc.; FCHP Behavioral (Managed by Beacon); Harvard (Managed by UBH); Teamsters Behavioral Health; United Behavioral Health; Value Options.

Keene and Dublin
888-671-9392

phoenixhouse.org

urgent help

overall health

behavioral health

prevention

intervention

treatment

recovery

TREATMENT RESOURCES

SERENITY PLACE

Social detox -- short and long term; intensive outpatient program for men; Lin's Place transitional living for women; Tirrell House transitional living for men; substance abuse counseling services; 24-hour wrap-around services for anyone seeking treatment and recovery assistance; help for family members who have a loved one struggling with substance abuse.

Insurance: No charge for services

351 Chestnut Street Manchester, NH 03101
603-625-6980

serenityplace.org

THE MENTAL HEALTH CENTER OF GREATER MANCHESTER - BEDFORD COUNSELING ASSOCIATES

Counseling for adults & seniors to address personal, family and relationship problems, life changes, stress, anxiety, child and teen behavior issues, depression, and substance abuse.

Insurance: Medicaid, Medicare and most insurance providers accepted.

2 Wall Street, Suite 300, Manchester, NH 03101

mhcgmm.org

THE MENTAL HEALTH CENTER OF GREATER MANCHESTER - NORTH END COUNSELING

Specialized skill building services for anger management and other extreme feelings, avoiding stressful situations and crises. Emergency response services 24/7 to emotional or psychiatric crises & suicide prevention.

Insurance: Medicaid, Medicare and most all insurance providers accepted.

9 Blodget Street, Manchester NH 03101

603-668-4111

mhcgmm.org

THE MENTAL HEALTH CENTER OF GREATER MANCHESTER - THE CYPRESS CENTER

16-bed short-term inpatient crisis stabilization program; withdrawal management; evaluation; outpatient counseling; recovery support services (anger management, recovery mentoring and relapse prevention management).

Insurance: Medicaid, Medicare and most all insurance providers accepted.

401 Cypress Street, Manchester, NH 03101

603-668-4111

mhcgmm.org

THE MENTAL HEALTH CENTER OF GREATER MANCHESTER-COMMUNITY SUPPORT SERVICES

Community support services - a full range of recovery oriented services including outreach, case management, counseling, medication management, job placement and residential support for individuals with severe and persistent mental illness.

Insurance: Medicaid, Medicare and most all insurance providers accepted.

1555 Elm Street Manchester, NH 03101

603-668-4111

mhcgmm.org

VA HOSPITAL

Provides medication, psychotherapy, substance abuse, recovery, housing, and supportive employment services.

718 Smyth Road, Manchester, NH 03104

603-624-4366

manchester.va.gov

WESTBRIDGE

Dual diagnosis residential treatment for men; dual diagnosis outpatient treatment for men and families. Treating post traumatic, mood, thought and anxiety disorders when combined with substance use disorders.

Insurance: Self-pay

1361 Elm Street, Suite 207, Manchester, NH 03101

877-461-7711

westbridge.org

Screening, Brief Intervention, and Referral to Treatment (SBIRT)

SBIRT is an evidence-based, integrated, public health approach to the delivery of early intervention and treatment services for persons with substance use disorder, as well as those who are at risk of developing substance use disorder. SBIRT requires screening of every patient for potential alcohol or other drug problems and a response which reinforces non-harmful use, educates about the impact of substance misuse on overall health and safety, and supports patients with problematic use in accessing further assessment, diagnosis, and treatment. New Hampshire has several initiatives in place to expand SBIRT in Primary Care settings and Community Health Centers.

WANT HELP?

NOT YET

Consider talking with a Peer Recovery Coach who has been there and found hope. They can help you find a path that meets you where you are. Call the NH Statewide Addiction Crisis Line at 844-711-4357.

YES

GET A SKILLED ASSESSMENT

from a medical or substance use disorder provider.

WHERE DO I GET AN ASSESSMENT?

INSURANCE

visit your primary care doctor or any of the providers listed on this page.

NO INSURANCE

Families in Transitions
Healthcare for the Homeless
Office of Youth Services
Serenity Place

REVIEW TREATMENT OPTIONS

Farnum Center
Phoenix House
Mental Health Center of GM
Westbridge
Keystone Hall
Serenity Place

OUTPATIENT

Child & Family Services
Office of Youth Services
Families in Transition
Farnum Center
Serenity Place
Healthcare for the Homeless
Mental Health Center of GM
Keystone Hall
Phoenix House
VA Hospital
Westbridge
Recover Together
Manchester Metro
Manchester CTC

NEED TO TALK

Need help understanding all of this? Call Hope for NH Recovery at 603-935-7524. You can get connected to a Recovery Coach who can help you find a path that meets you where you are. Family and friends can call or visit any Manchester Fire Station at any time to get connected to help. Family and friends can call or visit too.

urgent help

overall health

behavioral health

prevention

intervention

treatment

recovery



PEOPLE RECOVER.

WHAT YOU SHOULD KNOW ABOUT RECOVERY

01 You are not alone. Millions of your peers have found a path to recovery and are leading healthy, happy lives. Many of those individuals want to give back and help you through peer supports, 12-step programs and recovery centers. Remember, anyone, at any time, can recover.

02 Recovery addresses the whole person and their community and is supported by peers, friends and family members as well as the health care community. It is vitally important that a person in recovery find a supportive community and stay connected. You are worth it!

03 The process of recovery is highly personal and occurs via many pathways. It may include clinical treatment, medications, faith-based approaches, peer support, family support, self-care, and other approaches. Recovery is characterized by continual growth and improvement in one's health and wellness that may involve setbacks but doesn't have to. With the right supportive environment, setbacks can be minimized and a full potential for a healthy life is possible to achieve.

It is vitally important that a person in recovery find a supportive community and stay connected.

04 Resilience is a key component in recovery. Resilience refers to a person's ability to cope with difficulty and adapt to challenges or change. Resilience can be built over time and at any age.

05 Relapse is not a part of recovery, it is a symptom of the disease of addiction. When relapse occurs, you can get support so that all the work you have done to regain a healthy lifestyle is not lost. Many who use recovery supports have fewer and shorter relapses. Timely support can reconnect you with your recovery pathway and treatment.

Learn more by visiting samhsa.gov/recovery

PEOPLE RECOVER

Dear Friend:

You live in a wonderful community filled with pride. I am glad to work alongside many other dedicated community members to help connect you to the resources you may need for yourself or a loved one.

Recovery is built on values that every community can be proud of - things like honesty, gratefulness, helping a neighbor in need, harnessing the resources within a community to promote healthy behavior, generosity and love, love of oneself and of one's community. It is a critical component of a community because all communities need a healing process of some sort. New Hampshire is healing from the epidemic of addiction, and recovery is a solution to the many issues addiction brings to our community.

Steps to finding the right recovery services for yourself or a friend include calling a recovery community center and talking with a recovery coach. Talk to your primary care provider about what treatment is available. Call your insurance company and ask what options are covered. Attend a 12-step meeting in your area. Talk to your spiritual and/or religious leaders about faith-based programs. Research online the success rates and consumer ratings of all treatment and recovery programs. Lastly, don't give up; there is a solution for you and/or a loved one that will work for you.

There are over 23 million Americans in recovery -- that is true, living evidence that treatment is effective, and recovery is a reality.

I wish you all the best as you find your path to recovery. Remember to be an advocate for yourself, and look for help when you need it. We are fortunate to have many support services in the region, and we hope that this guide will help you to navigate them.

Sincerely,



Holly Cekala
Vice President of Programs
HOPE FOR NH RECOVERY



RECOVERY RESOURCES

ALCOHOLICS ANONYMOUS

Peer support to stay sober and help others achieve sobriety. Greater Manchester has numerous meeting sites.

800-593-3330
(on website go to District 12 for locations)
nhaa.net

FAMILIES IN TRANSITION AND FAMILY WILLOWS IOP

Services include: intensive outpatient program and outpatient services for substance abuse; affordable housing; family emergency shelter; permanent supportive housing; transitional housing.

122 Market Street, Manchester, NH 03101
603-935-7900, ext. 1711

Insurance: BDAS supported, sliding fee scale, Medicaid; Medicare; Well Sense Health Plan/Beacon Health Strategies; NH Healthy Families Health Plan/Cenpatico; Ambetter; Anthem; Harvard Pilgrim; Maine Community Health Options; Minuteman. Housing - income based rent.

fitnh.org

GRANITE STATE AREA NARCOTICS ANONYMOUS

Peer support for friends and family of addicts.
888-624-3578

gsana.org

HEALTHCARE FOR THE HOMELESS - MANCHESTER

Clinic services include primary medical care, mental health care, addiction counseling, nurse case management, health education, social services, and assistance with entitlements such as food stamps, Medicaid and disability applications. In addition, dental care and eye care is available on a limited basis.

Insurance: No one is turned away due to an inability to pay.

HCH Manchester - Mobile Community Health Team
@ CMC Community Health Services

Program Office:

195 McGregor Street Manchester, NH 03101
603-624-8718

catholicmedicalcenter.org/community-health

HELPING HANDS OUTREACH CENTER

Alcohol/drug recovery related transitional housing -- sober living environment offered to men aged 18 and up.

50 Lowell Street, Manchester, NH 03101
603-623-8778

helpinghandsmanchesternh.com

HOPE FOR NH RECOVERY CENTER

Support program that offers advocacy and education to improve public perception about those in recovery from substance use disorders. Providing recovery support services, recovery coaching, community-based training and a recovery community center.

140 Central Street, Manchester, NH 03103
603-935-7524

hopefornhrecovery.org

LIBERTY HOUSE

Substance-free housing for veterans transitioning from homelessness. Employment and housing assistance, food pantry and clothing closet.

75 West Baker Street, Manchester, NH 03103
603-669-0761

libertyhousenh.org

LIVE FREE RECOVERY CONSULTANTS

Family recovery services and recovery support services.

2 Puzzle Lane, Bldg 2, Unit 1, Newton, NH 03858
603-702-2461

livefreerecovery.com

NAR-ANON, COCAINE ANONYMOUS

Peer support for friends and family of addicts.

Hope and Serenity:
40 Central Street, Manchester, NH 03101
800-477-6291

nar-anon.org

GROUPS: RECOVER TOGETHER

Group therapy and medication-assisted treatment (Suboxone maintenance) for opiate addiction.

Payment/Insurance: \$65 per week.

575 South Willow Street, Manchester, NH 03103
800-683-8313

joingroups.com

SALVATION ARMY

Community programs and services including Narcotics Anonymous, Senior Center, dance and drama classes, women's group, bible study and church services.

121 Cedar Street, Manchester, NH 03101
603-627-7013

salvationarmy.org

SERENITY PLACE

Social detox -- short and long term; intensive outpatient program for men; Lin's Place transitional living for women; Tirrell House transitional living for men; substance abuse counseling services; 24-hour wrap-around services for anyone seeking treatment and recovery assistance; help for family members who have a loved one struggling with substance abuse.

351 Chestnut Street, Manchester, NH 03101
603-625-6980

Payment/Insurance: No charge for services.

serenityplace.org

TEEN CHALLENGE

A Christian residential drug recovery program that is part of a network of 10 Teen Challenge centers across New England and New Jersey. Faith-based recovery program for 18+ year old males

147 Laurel Street, Manchester, NH 03103
603-647-7770

tcmanchester.org

VA HOSPITAL

Provides medication, psychotherapy, substance abuse, recovery, housing, and supportive employment services.

718 Smyth Road, Manchester, NH 03103
603-624-4366

manchester.va.gov

urgent help

overall health

behavioral health

prevention

intervention

treatment

recovery

SHELTERS AND HOUSING SUPPORT

HARBOR HOMES VETERANS FIRST

Veterans' transitional and permanent supportive housing; homeless veterans' reintegration program. Manchester transitional housing facility has 26 one and two-bedroom apartments.

335 Somerville Street, Manchester, NH 03103
(local transitional housing)

603-882-3616

harborhomes.org

NEW HORIZONS FOR NH HOMELESS SHELTER

New Horizons provides primary medical care, addiction counseling, mental healthcare, dental care, eye care and specialty care as well as mental health services.

199 Manchester Street, Manchester, NH 03103
603-668-1877

newhorizonsfornh.org

SOUTHERN NH SERVICES (SNHS)

Provides low-income assistance for: child development; workforce development; health, food and nutrition programs; energy programs; community and multi-cultural programs. Provides housing and homelessness programs.

40 Pine Street, Manchester, NH 03103
800-322-1073 or 603-668-8010

snhs.org

SERVICES FOR FRIENDS AND FAMILY

AL-ANON

Peer support for friends and family who have a relationship with an alcoholic. See website for several locations.

603-369-6930

nhal-anon.org

NH CHILDREN'S BEHAVIORAL HEALTH COLLABORATIVE

Parent support groups for parents of children, teens, and young adults substance abusing, in treatment, homeless, incarcerated or in recovery.

10 Ferry Street, Suite 308, Concord, NH 03301

nh4youth.org

GRANITE STATE AREA NARCOTICS ANONYMOUS

Peer support for friends and family of addicts
888-624-3578

gsana.org

ALATEEN

Peer support for teens ages 12-19 who have a relationship with an alcoholic.

St. Raphael's Church 100 Ferry St. Manchester
603-369-6930

alateen.org

FAMILIES ADVOCATING SUBSTANCE TREATMENT, EDUCATION AND RECOVERY (FASTER)

Support group for parents of children addicted to substances. Meets every Tuesday at 6pm.

464 Chestnut Street, Manchester, NH 03101
603-668-4859 fasternewhampshire@gmail.com

cfsnh.org

GRANDPARENTS SUPPORT GROUP

GrandParents Support Group – support for grandparents raising their grandchildren. Meets 2nd Friday of each month 10:30am-noon.

464 Chestnut Street, Manchester, NH 03101
603-851-1087 or michael674@comcast.net

cfsnh.org

GRIEF RECOVERY AFTER SUBSTANCE ABUSE PASSING (GRASP)

Support Group for those who have lost someone to substance use - meets on the 2nd Thursday of every month at Child & Family Services from 6-7:30 pm.

464 Chestnut Street, Manchester, NH 03101
603-325-5211

cfsnh.org

OTHER RESOURCES

CENTER FOR EXCELLENCE

A resource that provides technical assistance, disseminates data and information, and promotes knowledge transfer in support of communities, practitioners, policymakers, and other stakeholders working to address alcohol and other drug misuse and related consequences throughout New Hampshire. (also manage <http://nhtreatment.org/>).
501 South Street 2nd Floor Bow, NH 03304
nhcenterforexcellence.org

CHAMBER OF COMMERCE

The Greater Manchester Chamber of Commerce is a regional organization serving the city of Manchester and the surrounding communities of Auburn, Bedford, Candia, Derry, Goffstown, Hooksett, Litchfield, Londonderry, and Merrimack.
manchester-chamber.org

FAMILIES SHARING WITHOUT SHAME

A meeting place for parents who have a child or children who are or have misused drugs and/or alcohol. Safe space, no guilt, no shame, no blame, just compassion and understanding.
Meets on Sunday mornings 11:00 am-12:30 pm
Farnum Center
140 Queen City Ave, Manchester, NH 03103
603-568-0533
families-sharing-without-shame.com

FEDCAP

Each year, Fedcap offers an array of services through its four practice areas of Education, Workforce Development, Occupational Health, and Economic Development—helping more than 80,000 individuals graduate from high school, obtain vocational certification or a college degree, become work ready, obtain meaningful employment and achieve economic well-being.
fedcap.org

GRANITE UNITED WAY

Community Impact Committee volunteers in this region have targeted investments in the areas of literacy, financial stability and mental health & the prevention of substance misuse. (also manage 211 hotline).
22 Concord Street, Floor 2, Manchester, NH 03101
603-625-6939
graniteuw.org

GREATER MANCHESTER CLERGY ASSOCIATION

Interfaith pastoral counseling and recovery supports.
blessedsacramentnh.org

JOB CORPS

New Hampshire Job Corps center is a residential career technical training center provided at no cost to eligible 16-24 year olds. Job Corps provides academic education, training in the most in-demand fields in the state, industry-recognized certifications, and all the tools and support needed to become employable, independent and successful.
newhamshire.jobcorps.gov

MANCHESTER TRANSIT AUTHORITY

Transportation to locations across Manchester. Partner with many agencies across the city to best serve residents.
110 Elm Street, Manchester, NH 03101
603-623-8801
mtabus.org

MASSACHUSETTS COLLEGE OF PHARMACY AND HEALTH SCIENCES

MCPHS University prepares students for successful careers in healthcare through excellence in teaching, scholarship, research, professional service, and community engagement.
1260 Elm Street, Manchester, NH 03101
603-314-0210
mcphs.edu

NEW FUTURES

Nonpartisan, nonprofit organization that advocates, educates and collaborates to prevent and reduce alcohol and other drug problems in New Hampshire.
10 Ferry Street, Suite 307, Concord, NH 03301
603-225-9540
new-futures.org

NH BUREAU OF DRUG AND ALCOHOL SERVICES

State agency working to significantly reduce alcohol and other drug misuse and its social, health, and behavioral consequences for the citizens of New Hampshire. Effective and coordinated prevention and treatment services are ensured through public policy and resource development, education, and supporting initiatives.
dhhs.nh.gov

NH CHARITABLE FOUNDATION

Investing charitable assets; connecting donors with effective organizations, ideas and people; leading and collaborating on important public issues.
nhcf.org

NH PROVIDERS ASSOCIATION

Represents its members in advancing substance use prevention, treatment and recovery through public policy, leadership, professional development, and quality member services.
10 Ferry Street Suite 308, Concord NH 03301
603-225-9540 ext 113
nhproviders.org

THE GOVERNOR'S COMMISSION ON ALCOHOL AND DRUG ABUSE PREVENTION, INTERVENTION AND TREATMENT

Created by the New Hampshire Legislature in 2000 to advise the Governor regarding the delivery of effective and coordinated alcohol and drug abuse prevention, intervention and treatment services throughout New Hampshire.
dhhs.nh.gov/dcbcs/bdas

OTHER RESOURCE GUIDES

REDBRICK GUIDE

For parents of children in Manchester schools
redbrickguides.org

UNEMPLOYMENT GUIDE TO COMMUNITY RESOURCES

Unemployment help including Food Stamps, Food Pantries, WIC, Fuel Assistance and more
manchesternh.gov/health/2012UnemploymentGuidetoCommunityResources.pdf



www.makinithappen.org

Serenity Place

MANCHESTER'S ADDICTION RECOVERY AND EDUCATION CENTER

An NCADD Affiliate

603.625.6980 • Fax: 603.625.6982 • www.SerenityPlace.org • 101 Manchester Street • Manchester, NH 03101

INVOICE Community Improvement Program

CIP Project 610617

Serenity Place
101 Manchester Street
Manchester, NH 03101

September 30, 2016

City of Manchester
Community Improvement Program
ATTN: Kerrie Poplin, Planner II
One City Hall Plaza
Manchester, NH 03101

Invoice Number: 1

Services Rendered: Detox- 28 Day

For the Period: July 1 – September 30, 2016

Dear Ms. Poplin,

Please accept this invoice for the monthly billing from July – September 2016 in the amount of \$9,500 for payment to Serenity Place for the Basic operational costs of the crisis services facility and programming.

	<u>CIP</u>
Program Budget:	\$47,500
Amount Earned to Date:	\$9,500
Amount Previously Invoiced:	\$0
Amount Received:	\$0
Amount Requested:	\$9,500
Balance Remaining:	\$38,000

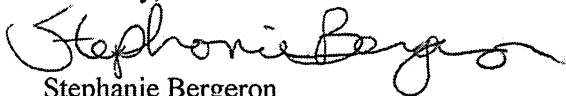
Beneficiary Report Attached: ☒ Yes

☐ No

Project Narrative Attached: ☒ Yes

☐ No

Sincerely,



Stephanie Bergeron
Interim CEO
Serenity Place
(603) 625-6980

SUMMARY OF BENEFICIARIES REPORT
FY 2016 – CDBG Public Services (LMC)

AGENCY NAME: Serenity Place

PROJECT NUMBER: 610617 REPORTING MONTH: July 2016

PREPARED BY: Stephanie Bergeron PHONE NUMBER: 625-6980

NUMBER OF NEW (UNDUPLICATED) CLIENTS SERVED THIS MONTH 9

MALE 2 FEMALE 7

FEMALE HEAD OF HOUSEHOLD 0

	#TOTAL		#HISPANIC
WHITE	<u>9</u>	and	<u> </u>
BLACK /AFRICAN AMERICAN	<u> </u>	and	<u> </u>
ASIAN	<u> </u>	and	<u> </u>
AMERICAN INDIAN / ALASKAN NATIVE	<u> </u>	and	<u> </u>
NATIVE HAWAIIAN / OTHER PACIFIC ISLANDER	<u> </u>	and	<u> </u>
AMERICAN INDIAN/ ALASKAN NATIVE & WHITE	<u> </u>	and	<u> </u>
ASIAN AND WHITE	<u> </u>	and	<u> </u>
BLACK/AFRICAN AMERICAN & WHITE	<u> </u>	and	<u> </u>
AM. INDIAN / ALASKAN NAT. & BLACK / AFRICAN AM.	<u> </u>	and	<u> </u>
OTHER MULTI-RACIAL	<u> </u>	and	<u> </u>

ELDERLY (≥62 Y.O.)	<u>1</u>	EXTREMELY LOW INCOME	<u>9</u>
DISABLED	<u>1</u>	VERY LOW INCOME	<u> </u>
SMALL FAMILY (1-5)	<u>9</u>	LOW/MODERATE INCOME	<u> </u>
LARGE FAMILY(≥6)	<u> </u>	> 80% MEDIAN INCOME	<u> </u>

SUMMARY OF BENEFICIARIES REPORT
FY 2016 – CDBG Public Services (LMC)

AGENCY NAME: Serenity Place

PROJECT NUMBER: 610617 REPORTING MONTH: August 2016

PREPARED BY: Stephanie Bergeron PHONE NUMBER: 625-6980

NUMBER OF NEW (UNDUPLICATED) CLIENTS SERVED THIS MONTH 8

MALE 4 FEMALE 4

FEMALE HEAD OF HOUSEHOLD 0

	#TOTAL		#HISPANIC
WHITE	<u>7</u>	and	<u>1</u>
BLACK /AFRICAN AMERICAN	<u> </u>	and	<u> </u>
ASIAN	<u> </u>	and	<u> </u>
AMERICAN INDIAN / ALASKAN NATIVE	<u> </u>	and	<u> </u>
NATIVE HAWAIIAN / OTHER PACIFIC ISLANDER	<u> </u>	and	<u> </u>
AMERICAN INDIAN/ ALASKAN NATIVE & WHITE	<u> </u>	and	<u> </u>
ASIAN AND WHITE	<u> </u>	and	<u> </u>
BLACK/AFRICAN AMERICAN & WHITE	<u> </u>	and	<u> </u>
AM. INDIAN / ALASKAN NAT. & BLACK / AFRICAN AM.	<u> </u>	and	<u> </u>
OTHER MULTI-RACIAL	<u> </u>	and	<u> </u>

ELDERLY (≥62 Y.O.)	<u>0</u>	EXTREMELY LOW INCOME	<u>8</u>
DISABLED	<u>0</u>	VERY LOW INCOME	<u> </u>
SMALL FAMILY (1-5)	<u>8</u>	LOW/MODERATE INCOME	<u> </u>
LARGE FAMILY(≥6)	<u> </u>	> 80% MEDIAN INCOME	<u> </u>

SUMMARY OF BENEFICIARIES REPORT
FY 2016 – CDBG Public Services (LMC)

AGENCY NAME: Serenity Place

PROJECT NUMBER: 610617 REPORTING MONTH: September 2016

PREPARED BY: Stephanie Bergeron PHONE NUMBER: 625-6980

NUMBER OF NEW (UNDUPLICATED) CLIENTS SERVED THIS MONTH 9

MALE 6 FEMALE 3

FEMALE HEAD OF HOUSEHOLD 1

	#TOTAL		#HISPANIC
WHITE	<u>8</u>	and	<u>1</u>
BLACK /AFRICAN AMERICAN	<u> </u>	and	<u> </u>
ASIAN	<u> </u>	and	<u> </u>
AMERICAN INDIAN / ALASKAN NATIVE	<u> </u>	and	<u> </u>
NATIVE HAWAIIAN / OTHER PACIFIC ISLANDER	<u> </u>	and	<u> </u>
AMERICAN INDIAN/ ALASKAN NATIVE & WHITE	<u> </u>	and	<u> </u>
ASIAN AND WHITE	<u> </u>	and	<u> </u>
BLACK/AFRICAN AMERICAN & WHITE	<u> </u>	and	<u> </u>
AM. INDIAN / ALASKAN NAT. & BLACK / AFRICAN AM.	<u> </u>	and	<u> </u>
OTHER MULTI-RACIAL	<u> </u>	and	<u> </u>

ELDERLY (≥62 Y.O.)	<u>0</u>	EXTREMELY LOW INCOME	<u>9</u>
DISABLED	<u>0</u>	VERY LOW INCOME	<u> </u>
SMALL FAMILY (1-5)	<u>9</u>	LOW/MODERATE INCOME	<u> </u>
LARGE FAMILY(≥6)	<u> </u>	> 80% MEDIAN INCOME	<u> </u>

Serenity Place Crisis Services/Detoxification Narrative Report
July 2016

Serenity Place's Detox/28-day program continues to provide the necessary residential treatment services to clients seeking substance use disorder treatment. The staff works daily to ensure the long-term success of each client through a high intensity inpatient treatment program including a structured schedule of psychoeducational and treatment groups, recovery activities, and case management and referrals.

The Detox/28-day program was functioning at full capacity from through the month of July. We continue to see an overwhelming increase in individuals seeking admission to the Detox/28-day program as the surge of heroin addiction in the City continues and affordable treatment options are not available. We are admitting clients at a quicker rate due to the efforts of the intake coordinator and we are able to offer interim services in the Outpatient Services Center as individuals wait for inpatient treatment. 100% of the clients we served in July were unable to pay for services and we are not able to bill for Detox/28-day services when clients have no Medicaid or insurance coverage. We do not have the ability to bill for this service yet as we have not finalized the Healthcare Facility licensing process. We will not turn anyone away based on their inability to pay.

The 101 Manchester Street facility has been renovated and is operating as a high intensity residential treatment program (28 day program). This program allows eligible clients to engage in an affordable residential treatment program allowing them to stay in Manchester. Clients can then apply for our Transitional Living Program and then receive long-term services through the Wrap Around Care Initiative which is housed at the Outpatient Services Center at 351 Chestnut Street. This program will allow us to provide a full spectrum of treatment care as well as case management and peer support to our clients and is billable through Medicaid and private insurance.

Serenity Place Crisis Services/Detoxification Narrative Report
August 2016

Serenity Place's Detox/28-day program continues to provide the necessary residential treatment services to clients seeking substance use disorder treatment. The staff works daily to ensure the long-term success of each client through a high intensity inpatient treatment program including a structured schedule of psychoeducational and treatment groups, recovery activities, and case management and referrals.

The Detox/28-day program was functioning at full capacity from through the month of August. We continue to see an overwhelming increase in individuals seeking admission to the Detox/28-day program as the surge of heroin addiction in the City continues and affordable treatment options are not available. We are admitting clients at a quicker rate due to the efforts of the intake coordinator and we are able to offer interim services in the Outpatient Services Center as individuals wait for inpatient treatment. 100% of the clients we served in August were unable to pay for services and we are not able to bill for Detox/28-day services when clients have no Medicaid or insurance coverage. We do not have the ability to bill for this service yet as we have not finalized the Healthcare Facility licensing process. We will not turn anyone away based on their inability to pay.

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Serenity Place Crisis Services/Detoxification Narrative Report September 2016

Serenity Place's Detox/28-day program continues to provide the necessary residential treatment services to clients seeking substance use disorder treatment. The staff works daily to ensure the long-term success of each client through a high intensity inpatient treatment program including a structured schedule of psychoeducational and treatment groups, recovery activities, and case management and referrals.

The Detox/28-day program was functioning at full capacity through the month of September. We continue to see an overwhelming increase in individuals seeking admission to the Detox/28-day program as the surge of heroin addiction in the City continues and affordable treatment options are not available. We are admitting clients at a quicker rate due to the efforts of the intake coordinator and we are able to offer interim services in the Outpatient Services Center as individuals wait for inpatient treatment. We are also able to offer the 28 day program to individuals seeking treatment through Safe Station. 100% of the clients we served in September were unable to pay for services and we are not able to bill for Detox/28-day services when clients have no Medicaid or insurance coverage. We do not have the ability to bill for this service yet as we have not finalized the Healthcare Facility licensing process. We are in the final stages of the licensing process and are waiting for the final walkthrough from the State DHHS. We will not turn anyone away based on their inability to pay.

The 101 Manchester Street facility has been renovated and is operating as a high intensity residential treatment program (28 day program). This program allows eligible clients to engage in an affordable residential treatment program allowing them to stay in Manchester. Clients can then apply for our Transitional Living Program and then receive long-term services through the Wrap Around Care Initiative which is housed at the Outpatient Services Center at 351 Chestnut Street. This program will allow us to provide a full spectrum of treatment care as well as case management and peer support to our clients and is billable through Medicaid and private insurance.



FY 2016 INCOME LIMITS DOCUMENTATION SYSTEM

[HUD.gov](#) [HUD User Home](#) [Data Sets](#) [Fair Market Rents](#) [Section 8 Income Limits](#) [MTSP Income Limits](#) [HUD LIHTC Database](#)

FY 2016 Income Limits Summary

FY 2016 Income Limit Area	Median Income Explanation	FY 2016 Income Limit Category	Persons in Family							
			1	2	3	4	5	6	7	8
Manchester, NH HUD Metro FMR Area	\$72,400	Very Low (50%) Income Limits (\$) Explanation	26,450	30,200	34,000	37,750	40,800	43,800	46,850	49,850
		Extremely Low Income Limits (\$)* Explanation	15,900	18,150	20,400	24,300	28,440	32,580	36,730	40,890
		Low (80%) Income Limits (\$) Explanation	42,300	48,350	54,400	60,400	65,250	70,100	74,900	79,750

Selecting any of the buttons labeled "Explanation" will display detailed calculation steps for each of the various parameters.

The **Manchester, NH HUD Metro FMR Area** contains the following areas:

HILLSBOROUGH COUNTY, NH TOWNS OF Bedford town, NH; Goffstown town, NH; Manchester city, NH; Weare town, NH; and Weare town, NH.

* The FY 2014 Consolidated Appropriations Act changed the definition of extremely low-income to be the greater of 30/50ths (60 percent) of the Section 8 very low-income limit or the poverty guideline as established by the Department of Health and Human Services (HHS), provided that this amount is not greater than the Section 8 50% very low-income limit. Consequently, the extremely low income limits may equal the very low (50%) income limits.

Income Limit areas are based on FY 2016 Fair Market Rent (FMR) areas. For information on FMRs, please see our associated FY 2016 [Fair Market Rent documentation system](#).

For last year's Median Family Income and Income Limits, please see [here](#):

[FY2015 Median Family Income and Income Limits for Manchester, NH HUD Metro FMR Area](#)

Select another FY 2016 HMFA Income Limit area that is a part of the **Manchester-Nashua, NH MSA**

Hillsborough County, NH (part) HUD Metro FMR Area ▼

Select HMFA Income Limits Area

Select any FY2016 HUD Metropolitan FMR Area's Income Limits:

Manchester, NH HUD Metro FMR Area ▼

Select HMFA Income Limits Area

Or press below to start over and select a different state:

Select a new state

Update URL For bookmarking or E-Mailing

Prepared by the Economic and Market Analysis Division, HUD.



MANCHESTER'S ADDICTION RECOVERY AND EDUCATION CENTER

An NCADD Affiliate

603.625.6980 • Fax: 603.625.6982 • www.SerenityPlace.org • 101 Manchester Street • Manchester, NH 03101



INVOICE
Community Improvement Program

CIP Project 610717

Serenity Place
101 Manchester Street
Manchester, NH 03101

September 23, 2016

City of Manchester
Community Improvement Program
ATTN: Kerrie Poplin, Planner II
One City Hall Plaza
Manchester, NH 03101

Invoice Number: 1

Services Rendered: Wrap Around Care Initiative

For the Period: August 24 – September 23, 2016

Date 10-15-16
Vendor Code _____
Invoice Total _____
Fund/Org. _____
Project # _____
PO # _____
Approved _____

Dear Ms. Poplin,

Please accept this invoice for the dates listed above in the amount of **\$5,555** for payment to Serenity Place for the Basic operational costs of the wrap around care facility and programming.

	CIP
Program Budget:	\$50,000
Amount Earned to Date:	\$11,110
Amount Previously Invoiced:	\$5,555
Amount Received:	\$5,555
Amount Requested:	\$5,555
Balance Remaining:	\$38,890

Beneficiary Report Attached: ☒ Yes ☐ No
Project Narrative Attached: ☒ Yes ☐ No

Sincerely,

Stephanie Bergeron
Interim CEO
Serenity Place
(603) 625-6980

SUMMARY OF BENEFICIARIES REPORT
FY 2016 – CDBG Public Services (LMC)



AGENCY NAME: Serenity Place

PROJECT NUMBER: 610717 REPORTING MONTH: September 2016

PREPARED BY: Stephanie Bergeron PHONE NUMBER: 625-6980

NUMBER OF NEW (UNDUPLICATED) CLIENTS SERVED THIS MONTH 73

MALE 56 FEMALE 17

FEMALE HEAD OF HOUSEHOLD 4

	#TOTAL		#HISPANIC
WHITE	<u>69</u>	and	<u>4</u>
BLACK /AFRICAN AMERICAN	<u> </u>	and	<u> </u>
ASIAN	<u> </u>	and	<u> </u>
AMERICAN INDIAN / ALASKAN NATIVE	<u> </u>	and	<u> </u>
NATIVE HAWAIIAN / OTHER PACIFIC ISLANDER	<u> </u>	and	<u> </u>
AMERICAN INDIAN/ ALASKAN NATIVE & WHITE	<u> </u>	and	<u> </u>
ASIAN AND WHITE	<u> </u>	and	<u> </u>
BLACK/AFRICAN AMERICAN & WHITE	<u> </u>	and	<u> </u>
AM. INDIAN / ALASKAN NAT. & BLACK / AFRICAN AM.	<u> </u>	and	<u> </u>
OTHER MULTI-RACIAL	<u> </u>	and	<u> </u>

ELDERLY (≥62 Y.O.)	<u> </u>	EXTREMELY LOW INCOME	<u>73</u>
DISABLED	<u>1</u>	VERY LOW INCOME	<u> </u>
SMALL FAMILY (1-5)	<u>71</u>	LOW/MODERATE INCOME	<u> </u>
LARGE FAMILY(≥6)	<u>2</u>	> 80% MEDIAN INCOME	<u> </u>

Wrap Around Care Initiative
Narrative September 2016



The Wrap Around Care Initiative is operating at Serenity Place's Outpatient Services Center on 351 Chestnut Street. This service offers pre-screening, clinical assessment, and intensive case management services on a walk-in or scheduled basis. Trained certified recovery support workers are available to do an initial pre-screen and assessment. Once the appropriate level of care is determined, licensed Clinicians assist with developing and overseeing a recovery action plan in conjunction with a case manager for each client. Case management is also included with on the spot referrals and appointment scheduling. Domestic violence, trauma, child welfare, legal issues, loss of employment concerns, and other issues that might be present are addressed by the case manager and clinician in the recovery action plan. Continuous Recovery Monitoring calls are made by trained peer support volunteers on a daily basis. Peer support workers are available to meet with clients daily to assist with adherence to their recovery action plan, emotional support, and meeting attendance. Outpatient counseling, Intensive Outpatient Program treatment, and clinically managed withdrawal management (inpatient and outpatient) are services that are available at Serenity Place and/or connections to other available services will be made by the peer support workers and case managers with appointments and intakes being made at that time. Residential treatment is available for those who are assessed at this level of care as determined by ASAM (American Society of Addiction Medicine) at either Serenity Place or through referral.

The Wrap Around Initiative served 73 new, unduplicated clients in the month of September. We have outgrown our space and will have additional space on Chestnut Street to accommodate additional groups and classes as well as additional space for the Safe Station intakes on September 27th. The program is fully staffed.

40 of these clients are individuals who came to Wrap came through Safe Station. The clients from Safe Station are in the Wrap program from 9:00 – AM to 3:30 PM. The clients have access to a full day of treatment activities including assessments, case management, referrals to treatment, and scheduled clinical groups. Lunch is also served. Clients are able to return to the Safe Station respite in the evening if necessary and come back to us each morning until we find them treatment at their assessed level of care. Serenity Place credentialed staff are responsible for all of the pickups, including after hours (8:00 PM – 8:00 AM).

We continue to make significant outreach efforts to inform the community about the Wrap Initiative. Of the 73 new clients admitted in September, the referrals were:

- 30 reported that they were not being referred by another agency but coming to us because they are familiar with Serenity Place or learned about Wrap from a friend or family member,
- 40 from Safe Station, and
- 3 were recent graduates of Serenity Place residential programs.

At the time of intake, the drug of choice indicated:

- 48 clients reported heroin,
- 7 reported other opiates

- 5 reported cocaine,
- 8 reported alcohol, and
- 5 reported methamphetamine.

47 of the clients reported that they are currently residing in Manchester with 4 of them indicating that they have been Manchester residents for the past 3 years. 34 of September's clients reported being overdose survivors with 30 of them reporting they received Narcan. None of these clients were emergency intakes due to an overdose.

The age ranges of the newly admitted clients for September are:
10 are 21-25, 52 are 26-30, 7 are 31-35, 3 re 41- 45, 1 is 46-50.